

THE STATE CORPORATION COMMISSION OF KANSAS

202104091142348851
Filed Date: 04/09/2021
State Corporation Commission
Index No. KansasR1

SOUTHERN PIONEER ELECTRIC COMPANY

(Name of Issuing Utility)

Schedule: R&R Definitions

SERVICE AREA

(Territory to which schedule is applicable)

Replacing Schedule R&R Definitions ~~ORIGINAL~~

Which was filed October 1, 2017 ~~November 21, 2013~~ ~~INITIAL~~

No supplement or separate understanding
shall modify the tariff as shown hereon.

Sheet 1 of 24 Sheets

I. DEFINITION OF TERMS

A. ADVANCED METERING INFRASTRUCTURE

The term "Advanced Metering Infrastructure" or "AMI" is herein used to designate electronic/digital hardware and software, which combine interval data measurement with continuously available remote communications capable of being connected, read and disconnected without requiring a Company-representative be on the Customer's premise.

BA. COMPANY

The term "Company" is herein used to designate SOUTHERN PIONEER ELECTRIC COMPANY which furnishes electric service under these Rules and Regulations.

CB. CUSTOMER

The term "Customer" is herein used to designate a person, partnership, association, firm, public or private corporation or governmental agency applying for or using electric service supplied by Company.

1) Non-AMI Metered Customers

A non-AMI metered customer is any whose electric usage is measured using analog or digital metering equipment and the Company does not have the ability to remotely connect or disconnect service and requiring a Company-representative on the Customer's premise.

2) AMI Metered Customers

An AMI metered customer is any whose electric usage is measured using state-of-the-art electronic/digital metering equipment and the Company has the ability through remote communications to connect or disconnect service without requiring a Company-representative be on the Customer's premise.

D. COMMISSION

The term "Commission" is herein used to designate the State Corporation Commission or any successor of such Commission having jurisdiction of the subject matter hereof.

Issued February 4, 2021 ~~October 1, 2017~~

Month Day Year

Effective February 4, 2021 ~~October 1, 2017~~

Month Day Year

By Chantry C. Scott Executive Vice President/CFO ~~Randall D. Magnison~~ Executive VP Assistant CEO

SOUTHERN PIONEER ELECTRIC COMPANY

(Name of Issuing Utility)

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Sheet 24 of 24 SheetsE. RURAL CUSTOMER DEFINED

For the purpose of these rules, a rural customer is defined as a purchaser of electric service (except customers of a class for which the Company has a suitable urban rate filed with the State Corporation Commission) who uses the service in the conduct of one enterprise, occupation, or institution, located outside the limits of any city or community with similar characteristics, at such distance that it cannot be adequately served from the secondary lines of the local distribution system. In determining the number of farm customers on each rural line system or rural circuit, each farm shall be considered as a unit including all buildings located thereon.

~~EE.~~ RURAL EXTENSION DEFINED

Rural extensions as herein used shall include the transformer substation and equipment, if any is required at the point of connection with the source of energy supply; poles, crossarms, insulators, wires, guys, and other accessory material constituting the pole line proper; the customer's transformer installation including the lightning arresters, cutouts, and accessory equipment necessary; and the secondary circuit wires and supports up to point of delivery. Unless otherwise specified, the point of delivery shall be the last secondary support designated as the service pole, at which point customer shall be metered.

Issued February 4, 2021 ~~October 1, 2017~~

Month Day Year

Effective February 4, 2021 ~~October 1, 2017~~

Month Day Year

By Chantry C. Scott Executive Vice President/CFO ~~Randall D. Magnuson~~ Executive VP Assistant CEO

THE STATE CORPORATION COMMISSION OF KANSAS

Index No. R4

SOUTHERN PIONEER ELECTRIC COMPANY

Schedule: R&R Billing

(Name of Issuing Utility)

Replacing Schedule R&R Billing ~~ORIGINAL~~

SERVICE AREA

Which was filed October 1, 2017 ~~November 21, 2013~~ ~~INITIAL~~

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IV. BILLING AND PAYMENT

A. GENERAL

The Company will normally bill each customer each billing period in accordance with its applicable rate schedules. Billings will be issued on a monthly or self-billing basis. Meters shall be read periodically at intervals of approximately thirty (30) days and bills shall be payable monthly. Company reserves the right to adopt the plan of dividing the municipality or territory served into districts and to render bills in each district at a selected time. Each utility bill rendered to the customer shall show:

- 1) The beginning and ending meter registration for the reading period, except that estimated billings shall disclose that it is based on estimated meter reading. The entire word "Estimated" shall be shown on the bill.
- 2) The date of the meter reading and the date of the bill. The Company shall read meters in a range of no less than 26 days and no more than 36 days for monthly billing. The Company may vary its meter reads from this period to take into account the effects of connections, disconnections and for customers directly affected by rerouting.
- 3) The final date by which a payment can be received before a delinquent charge is imposed.
- 4) The actual or estimated usage during the billing period.
- 5) The amount due for prompt payment and the amount due after delinquency in payment.
- 6) The fuel, power or energy cost adjustment in cents per kilowatt-hour (kWh) and the total amount due.
- 7) If the energy cost adjustment is prorated each proration factor and associated usage shall be shown on the bill.
- 8) The amount of additional charges due for past due accounts, security deposits, collection, connection or disconnection charges, installment payments, and other utility charges authorized by the Commission.
- 9) The total amount due for the current billing period.
- 10) The amount due for franchise use, occupation, sales taxes, research and development surcharges, or other tax, stated separately.

Issued February 4, 2021 ~~October 1, 2017~~

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11) The address and telephone number of the Company and the identification of the person or office where a customer may report a disputed bill, make an inquiry concerning a bill, delinquency or termination of service, or otherwise complain.

12) General information explaining overall changes in rates shall be made available to customers through bill inserts or direct mail when new rates are implemented due to a rate case.

a. The Bill shall also show any adjustment to previous billings based on estimated usage or customer meter readings. The adjustment shall be made after actual usage has been determined by a meter reading by the Company pursuant to Section IX, P, (2), Index Number R9, Sheet 7, and Section IX, N, Index Number R9, Sheet 5. The adjustment shall be calculated for the period between the prior and the most recent meter reading by the Company. If the adjustment shows a net balance due to the Company, the customer shall be given the opportunity, if requested, to pay the additional charges in equal installments over a period of time equal to the adjusted billing period. If a net balance is due to the customer, the customer shall be given either a credit on subsequent bills pursuant to Section IX, P (2), Index Number R9, Sheet 7, and Section IX, N, Index Number R9, Sheet 5, or a refund, if the overpayment exceeded \$10 and a refund is requested.

b. The Company may include on the bill for utility services other charges for special services. Special services are those not authorized by tariff or otherwise specifically regulated by the Commission, such as the sale of merchandise or services performed in connection therewith. Charges for special services shall be designated clearly and separately from charges for utility services. If the customer makes partial payment for the total bill, the Company shall credit payment: a) first to the balance outstanding for utility service beginning with the oldest service debt, b) then to additional utility charges (such as disconnection /reconnection/collection fees), and c) then to special charges as defined above.

c. If the customer is paying under a level or average payment plan, each bill shall also clearly disclose the overage or underage of the amounts paid to date as compared to the cumulative actual usage, in dollars to date.

d. If the customer is paying down an arrearage under the Cold Weather Rule or other payment plan, those monthly amounts shall be printed on the bill and clearly labeled.

Issued February 4, 2021 ~~October 1, 2017~~

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Effective February 4, 2021 ~~October 1, 2017~~

Month Day Year

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The Company shall not threaten or refuse service to, or threaten or disconnect the service of, an individual for an outstanding debt on an account unless that individual either signed the service agreement on the account or agreed orally at the time the service was established to be responsible for the account. The only exception to this rule is when the individual and the customer, who signed the service agreement or agreed orally at the time service was established to be responsible for the account, lived together when the debt was incurred and continue to live together.

The Company shall not threaten or refuse service to or threaten or disconnect the service of an individual for an outstanding debt more than five (5) years old if the service agreement was signed and three (3) years if the agreement was oral.

Once a year, the Company shall mail to each of its customers a notice apprising them of the Commission's complaint procedure including its role in settling complaints which have reached an impasse. The notice should include the Commission's Consumer Protection Office's telephone number as well as a comment/complaint form concerning the Company's performance. The notices or copies of the notices shall be sent to the Commission.

C. DELAYED PAYMENT CHARGES

1) All bills for utility service are due and payable upon receipt. A customer of the Company taking both gas and electric service shall be able to specify to which utility service the payment (s) are to be applied, regardless of whether the payments are for current usage or arrearages. The Company shall inform its customers of the ability to specify to which utility service the payment (s) are to be applied. A bill shall be deemed delinquent if payment thereof is not received by the Company or its authorized agent on or before the date stated on the bill which date shall be:

a. For residential customers, the last date on which payments received can, in the normal and reasonable course of the Company's procedures, be credited to the customer's account in preparing his next normal billing.

Issued February 4, 2021 ~~October 1, 2017~~

Month Day Year

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Month Day Year

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THE STATE CORPORATION COMMISSION OF KANSAS

Index No. R4

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b. For all other customers, the fifteenth (15th) day after date of billing.

2) When a bill becomes a delinquent; a late payment charge in an amount equal to two percent (2%) of the delinquent amount owed for current utility service will be added to the customer's bill, and any collection efforts by the Company shall be initiated.

3) If the last calendar day for remittance falls on a Sunday, legal holiday, or any other day when the offices of the Company are not open to the general public, the final payment date shall be extended through the next business day.

4) If a nonresidential customer is consistently unable to pay its bills on time due to bill-paying procedures, the Company shall offer to mail a copy of the bills to the customer's bill-paying office at the same time it is delivered to the local business. If the customer chooses, the Company shall offer the customer the option of paying a one percent (1%) late fee every month for a time extension of 14 days. The Company may discontinue this option for the customer after the customer requests it or the customer fails to pay the bill within the 29 days established by this provision.

5) Arrearage Average Payment Plan - The customer will have up to 12 months to pay off an arrearage with the initial payment being the arrearage plus the bill for consumption during the most recent billing period for which service was provided, divided by 12. Arrearages from a previous Cold Weather Rule plan or an Arrearage Average Payment Plan must be paid off before entering into this plan. Customers must be informed of this option.

~~6) The Company may discontinue service for a delinquent bill after issuing the notice required by Section V, Index Number R5, Discontinuance of Service.~~

~~If service is discontinued because of non-payment of a bill, or collection is made at the customer's premises on the exact day disconnection is to occur, the Company shall require a collection or disconnection charge. Such collection or disconnection charge shall be as provided in rules and regulations filed with and approved by the Commission.~~

~~After disconnection of service for non-payment of a bill should service be reconnected in accordance with the appropriate provisions of the Company's rules, regulations and tariffs a reconnection charge shall be applied. Such reconnection charge shall be as provided in rules and regulations filed with and approved by the Commission.~~

Issued February 4, 2021 ~~October 1, 2017~~

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Effective February 4, 2021 ~~October 1, 2017~~

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6) The Company may discontinue service for a delinquent bill after issuing the notice required by Section V, Index Number R5, Discontinuance of Service to Customers.

a. Non-AMI Metered Customers

If service is discontinued because of non-payment of a bill, or collection is made at the customer's premises on the exact day disconnection is to occur, the Company shall require a collection or disconnection charge. Such collection or disconnection charge shall be as provided in Section VII, K, Sheet 3, Index Number R7 of the Company's rules and regulations filed with and approved by the Commission.

After disconnection of service for non-payment of a bill should service be reconnected in accordance with the appropriate provisions of the Company's rules, regulations and tariffs a reconnection charge shall be applied. Such reconnection charge shall be as provided in Section VII, K, Sheet 3, Index Number R7 of the Company's rules and regulations filed with and approved by the Commission.

b. AMI Metered Customers

If service is discontinued because of non-payment of a bill, the Company shall require a five dollar (\$5) disconnection charge.

After disconnection of service for non-payment of a bill, should service be reconnected in accordance with the appropriate provisions of the Company's rules, regulations and tariffs, there shall be no reconnection charge.

Issued February 4, 2021 ~~October 1, 2017~~

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D. COLD WEATHER RULE

1) Application

a. The provisions of the Cold Weather Rule (CWR) allow for special payment and disconnection procedures for any Kansas residential customers with unpaid arrearages to retain or restore utility service throughout the cold weather period, which extends from November 1 through March 31.

2) Prohibitions on Disconnections

Company shall not disconnect a customer's service between November 1 and March 31 when the local National Weather Service forecasts the temperature will drop below 35 degrees or will be in the mid-30s or colder within a 48-hour period unless:

- i. It is at the customer's request;
- ii. The service is abandoned;
- iii. A dangerous condition exists on the customer's premises;
- iv. The customer violates any rule of the Company which adversely affects the safety of the customer or other persons, or the physical integrity of the Company's delivery system;
- v. The customer causes or permits unauthorized interference with, or diversion or use of utility service (meter bypass) situated or delivered on or about the customer's premises;
- vi. The customer misrepresents his or her identity for the purpose of obtaining or retaining utility service; or
- vii. The customer tenders an insufficient funds check as the initial payment or an installment payment under a Cold Weather Rule payment plan and does not cure the insufficient payment during the 10-day period after a disconnection notice is sent to the customer.

Under i, ii, iii and iv, the Company may disconnect the service immediately. Under v or vi, the Company may disconnect the customer 48 hours after a disconnection notice is left on the customer's door or a personal or telephone contact is made with the customer of record and the telephone number of the Commission's Consumer Protection Office is given to the customer, or (10) days after a disconnection notice is sent, whichever is quicker. Under vii, the Company may disconnect the customer 10 days after a disconnection notice is sent if the customer has not cured the insufficient payment during that 10-day period.

Issued February 4, 2021 ~~October 1, 2017~~

Month Day Year

Effective February 4, 2021 ~~October 1, 2017~~

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By Chantry C. Scott ~~Executive Vice President/CFORandall D. Magnison~~
Executive VP Assistant CEO

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Services disconnected under (iii) or (iv) above must be restored as soon as possible after the physical problems as defined in (iii) or (iv) have been corrected. Service disconnected under (v) must be restored as soon as possible after payment by the customer of the full value of the diverted service. The value of the diverted service shall be estimated based on the historic use of the customer or the residence.

3) Responsibilities of Customers

In order to prevent service disconnection when the temperature is 35 degrees or above, or to have service reconnected regardless of temperature, a customer must comply with the following provisions. To qualify for the benefits of the Cold Weather Rule, the customer shall:

- i. Inform the Company of the customer's inability to pay the bill in full;
- ii. Provide sufficient information to allow the Company to make a payment agreement;
- iii. Make an initial payment of 1/12 of the arrearage amount, 1/12 of the bill for current consumption, the full amount of any disconnection or reconnection fees, plus any applicable deposit and enter into an 11-month plan for payment of the rest of the arrearage, or enter a payment plan as negotiated with the utility for the payment of the arrearage amount; and
- iv. Apply for federal, state, local or other assistance funds for which the customer is eligible;

4) Responsibilities of the Companyi. Non-AMI Metered Customers

a. Once a year, at least 30 days prior to the Cold Weather Rule period, Company shall mail a written notice of the Cold Weather Rule to each non-AMI metered residential customer who is currently receiving service as well as to each non-AMI metered residential customer who has been disconnected during or after the most recent cold weather period and who remains without service. Company shall file a copy of the notice with the Commission.

b. Company shall send one written notice mailed first-class at least ten (10) days prior to termination of service. A customer may not be disconnected until a 48-hour forecast above the activating temperature is predicted by the National Weather Service. During the first 24 hours, which will be the day prior to disconnection, the Company shall make at least one telephone call attempt with the customer of record and make one attempt at a personal contact with the customer of record on the day prior to termination of service if telephone contact on that day was not made. The telephone call attempt(s) and personal contact the day prior to disconnection is in addition to

Issued February 4, 2021 ~~October 1, 2017~~

Month Day Year

Effective February 4, 2021 ~~October 1, 2017~~

Month Day Year

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the already existing notice requirements contained in the Company's Rules and Regulations, Index No. R5, sheets 1 through 97. If the customer is not contacted during the phone call(s) or the personal contact the day prior to termination of service, the utility employee shall leave a disconnect message on the door on the day prior to disconnect. There will be no charge for this service. On the day of disconnection, the Company must receive a 24-hour forecast above the activating temperature from the National Weather Service. If the temperature is then forecast to be below the activating temperature, the disconnection may not be carried out and the Company must wait for another 48-hour forecast above the activating temperature and follow the same procedures prior to disconnection.

In the telephone contact(s), the 10-day written notice, the personal contact and the disconnect message on the door, in addition to the existing requirements contained in Company's Rules and Regulations, Index R5, sheets 1 through 97, the Company shall also inform the customer of the existence of the Cold Weather Rule, that the customer can avoid disconnection by complying with Section D. (3) of the Company's Rules and Regulations, and the telephone number of the Commission's Consumer Protection Office.

- c. Inform the customer of, or provide a list of, the requirements of Section D. (3) of the Company's Rules and Regulations.
- d. Inform the customer of, or provide a list of, organizations where funds are available to assist with payment of utility bills.
- e. Inform the customer of, or provide a list of, all other pay arrangements for which the customer might qualify. Prior to discussing any plan for Cold Weather Rule payments over a period of fewer than 12 months, the Company must inform the customer of the customer's right to have a level payment plan for current and future consumption and to have the arrearage amount paid through an initial payment and equal installment payments over the next 11 months.
- f. Adopt and inform customers about a third-party notification plan.

Issued February 4, 2021 ~~October 1, 2017~~

Month Day Year

Effective February 4, 2021 ~~October 1, 2017~~

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a. Once a year, at least 30 days prior to the Cold Weather Rule period, Company shall mail a written notice of the Cold Weather Rule to each residential AMI-metered Customer who is currently receiving service as well as to each AMI-metered residential customer who has been disconnected during or after the most recent cold weather period and who remains without service. Company shall file a copy of the notice with the Commission.

b. Company shall send one written notice mailed first-class at least ten (10) days prior to termination of service. Five to seven (5-7) days prior to disconnection, the Utility shall attempt to contact the Customer, via the Customer's preferred choice, informing the Customer of the Utility's intent to disconnect.

c. The utility should notify, or attempt to notify, customers by phone at least two (2) days before they are to be disconnected.

d. A customer may not be disconnected until a 48-hour forecast above the activating temperature is predicted by the National Weather Service. During the first 24 hours, which will be the day prior to disconnection, the Company shall make at least one telephone call attempt with the customer of record. If the customer of record is not contacted during the phone call(s) on the day prior to termination of service, the utility employee shall leave a disconnect message on the door on the day prior to disconnect. There will be no charge for this service. If the customer of record is contacted during the phone call(s) the day prior to termination of service, the utility employee shall not be required to leave a disconnect message on the door on the day prior to disconnect. On the day of disconnection, the Company must receive a 24-hour forecast above the activating temperature from the National Weather Service. If the forecast requirement is met, the utility may then disconnect the customer and shall not be required to make an on premises collection attempt on the day of disconnection. If the temperature is then forecast to be below the activating temperature, the disconnection may not be carried out and the Company must wait for another 48-hour forecast above the activating temperature and follow the same procedures prior to disconnection.

In the telephone contact(s), the 10-day written notice and the disconnect message on the door, in addition to the existing requirements contained in Company's Rules and Regulations, Index R5, sheets 1 through 9, the Company shall also inform the customer of the existence of the Cold Weather Rule, that the customer can avoid disconnection by complying with Section D. (3) of the Company's Rules and Regulations, and the telephone number of the Commission's Consumer Protection Office.

Issued February 4, 2021 ~~October 1, 2017~~

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- e. Inform the customer of, or provide a list of, the requirements of Section D. (3) of the Company's Rules and Regulations.
- f. Inform the customer of, or provide a list of, organizations where funds are available to assist with payment of utility bills.
- g. Inform the customer of, or provide a list of, all other pay arrangements for which the customer might qualify. Prior to discussing any plan for Cold Weather Rule payments over a period of fewer than 12 months, the Company must inform the customer of the customer's right to have a level payment plan for current and future consumption and to have the arrearage amount paid through an initial payment and equal installment payments over the next 11 months.
- h. Adopt and inform customers about a third-party notification plan.

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Deposits made in conjunction with the Cold Weather Rule may be amortized over the period of the payment plan, except that no security deposit may be amortized over fewer months than what is permitted by Index No. R3, sheets 1 through 4 of the Company's Rules and Regulations.

b. Weatherization Programs

The Company will inform its customers of the long-range advantages of weatherization programs.

c. Default

The issuance of an insufficient funds check for the initial payment or for any installment of the payment plan, unless subsequently cured by the customer, shall constitute a default of the Cold Weather Rule payment plan. A customer who defaults on a Cold Weather Rule payment plan is not eligible for the arrearage average payment plan under Index R4, sheet 4, unless the arrearages from the prior Cold Weather Rule plan are paid. A customer who defaults on a Cold Weather Rule payment plan is eligible to enter into a new Cold Weather Rule payment plan upon making an initial payment as set forth in the Company's Rules and Regulations at Index No. R4, sheet 76, (3) iii, paying any disconnect and reconnect charges and complying with the customer responsibility provisions of the Company's Rules and Regulations, Index No. R4, sheet 7, (3). A payment plan of any length that is negotiated by the customer and the Company after the customer has been informed of the payment plans required to be offered under the Cold Weather Rule is considered to be a Cold Weather Rule payment plan. However, a customer with a payment plan of fewer than 11 months shall not be considered to be in default of the payment plan if the actual payments that have been made are equal or greater than the amount that would have been required under an 11-month payment plan for arrearages.

d. Renegotiation of Cold Weather Rule Agreement

The customer will be encouraged to renegotiate Cold Weather Rule payments if the customer receives utility or other lump sum assistance.

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Company may file a Cold Weather Rule plan with terms as favorable or more favorable to the customer than the terms outlined above.

E. RESEARCH AND DEVELOPMENT SURCHARGE-ELECTRIC1) Applicable

To every bill for electric service rendered by the Company, except those rendered specifically for electric power and energy sales for resale by other utilities under rates which are subject to the jurisdiction of the Federal Electric Power Commission. This schedule is not applicable to the Company's interdepartmental sales of electricity.

2) Basis of Surcharge

During each calendar year, the Company will collect from its customers as a surcharge to the aforementioned bills in that year, and expend an aggregate amount of money (i.e. total surcharge) to support proportionately with other similar utilities a National Research and Development Program of the Electric Industry in the United States as administered by the Electric Power Research Institute. At least 90 days prior to the beginning of the calendar year, the Company shall determine and certify to the Commission such aggregate amount and the basis of its determination. The Company also shall report to the Commission its collections and expenditures hereunder in accordance with the Commission's then current requirements.

Issued February 4, 2021 ~~October 1, 2017~~

Month Day Year

Effective February 4, 2021 ~~October 1, 2017~~

Month Day Year

By Chantry C. Scott Executive Vice President/CFO ~~Randal D. Magnison~~ ~~Executive VP Assistant CEO~~

SOUTHERN PIONEER ELECTRIC COMPANY

Schedule: R&R Billing

(Name of Issuing Utility)

Replacing Schedule R&R Billing ~~ORIGINAL~~

SERVICE AREA

Which was filed October 1, 2017 ~~November 21, 2013~~ ~~INITIAL~~

(Territory to which schedule is applicable)

No supplement or separate understanding
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Sheet 1340 of 1643 Sheets3) Method of Billing Surcharge

Prior to the beginning of each calendar year, the unit surcharge in cents per dollar to be added to each dollar of sales revenue to be billed in that year shall be determined by dividing one-third of the total surcharge by estimated annual gross dollars of applicable revenue. Further, the unit surcharge in cents per kilowatt hour (kWh) to be added to the price of each kWh to be delivered shall be determined by dividing the remaining two-thirds of the total surcharge by the estimated annual applicable kWh sales. Standard accrual methods shall be used to adjust at least quarterly the aforementioned unit surcharges in order to collect, insofar as practical, the total surcharge from actual applicable revenue and kWh sales billed during said calendar year. Differences in the aggregate amount collected and the total surcharge in any calendar year shall be included in the total surcharge for the following calendar year.

The amount determined by the application of such unit surcharges shall become a part of the total bill for electric service furnished and need not be itemized separately on the customer's bill.

F. EVEN PAYMENT PLAN1) Availability

This plan is available to customers receiving service under rate schedule RS. Such customers may elect to be billed, and must pay for, all electric service provided by the Company under said schedule, in accordance with the terms and provisions of the Company's Even Payment Plan. The purpose of the Even Payment Plan is to levelize, insofar as possible, the amount a customer is required to pay monthly over a year's period.

2) Application

The customers electing to use the plan must contact the Company to enroll in the plan.

3) Eligibility

To be eligible to be billed under the terms and provisions of the Even Payment Plan, the customer must be taking service under the applicable tariff, and must meet the following requirements:

- a) The customer must satisfy, and be in conformance with, the Company's General Rules and Regulations Applying to Electric Service.

Issued February 4, 2021 ~~October 1, 2017~~

Month Day Year

Effective February 4, 2021 ~~October 1, 2017~~

Month Day Year

By Chantry C. Scott Executive Vice President/CFO ~~Randall D. Magnison~~ ~~Executive VP Assistant CEO~~

THE STATE CORPORATION COMMISSION OF KANSAS

Index No. R4

SOUTHERN PIONEER ELECTRIC COMPANY

Schedule: R&R Billing

(Name of Issuing Utility)

Replacing Schedule R&R Billing ~~ORIGINAL~~

SERVICE AREA

Which was filed October 1, 2017 ~~November 21, 2013~~ ~~INITIAL~~

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b) A customer who has been delinquent three (3) or more times in the last twelve (12) months at his current or previous location may be refused participation in the Even Payment Plan until the customer has established a twelve- (12) consecutive month payment period with no more than two (2) delinquent payments.

4) Election

Any residential customer who is eligible may elect to be billed on the Even Payment Plan. Customers may enroll in the program during any month of the year.

At the time of enrollment or anniversary date, the Even Payment amount is based on the average of the individual customers' previous twelve (12) months net monthly bills plus an adjustment for the excess/deficiency balance. The historical net monthly bills may be adjusted for any significant rate tariff changes that have taken place during the period. Even Payment amounts for customers with less than twelve (12) months of historical information will be estimated. The following formula is used to calculate the Even Payment amount at the time of enrollment in the plan or on the plan anniversary date:

$$\text{Even Payment Amount} = (\text{Previous 12 net monthly bills} \pm \text{excess/deficiency balance}) \div 12$$

Even Payment Plan payments must be made as scheduled even though a credit balance may exist on the account.

Issued February 4, 2021 ~~October 1, 2017~~

Month Day Year

Effective February 4, 2021 ~~October 1, 2017~~

Month Day Year

By Chantry C. Scott Executive Vice President/CFO ~~Randal D. Magnison~~ ~~Executive VP Assistant CEO~~

THE STATE CORPORATION COMMISSION OF KANSAS

Index No. R4

SOUTHERN PIONEER ELECTRIC COMPANY

Schedule: R&R Billing

(Name of Issuing Utility)

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SERVICE AREA

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The monthly Even Payment amount may be subject to adjustment during the year in an effort to minimize, insofar as possible, the amount necessary to balance the account. The Company or customer may initiate the adjustment process. All adjustments made to the Even Payment amount must be approved by the Company prior to a change in the Even Payment amount.

6) Termination

A customer may discontinue the Even Payment Plan at any time by notifying the Company and making suitable payment arrangements for the excess/deficiency balance on the account.

Failure to pay any Even Payment Plan billing on or before its delinquent date may be cause for removal of the customer from the Even Payment Plan and reinstatement on the regular payment plan.

Termination of service for non-payment of a bill will subject a customer to removal from the Even Payment Plan and the outstanding amount of the account for actual usage shall be due and payable.

7) General Rules and Regulations Applicable

Except as expressly set forth above, this plan in no way modifies, terminates or suspends any of the Company's or Customer's rights or obligations under the General Rules and Regulations Applying to Electric Service, including but not limited to payment of bills and discontinuance of service provisions.

G. PAYMENT METHODS FOR UTILITY BILLS

1) Mail:

Payment may be made by mail with a check or money order along with bill stub. The Company may require a returned check charge pursuant to the Company's Service Fees Rate Schedule (Index No. R7 Sheet 3 of 3 Section K) under this payment option for insufficient funds.

2) Bank Withdrawal: Payment may be made automatically each month from customer's bank account through the Company's CheckLINE program. The Company may require a returned check charge pursuant to the Company's Service Fees Rate Schedule (Index No. R7 Sheet 3 of 3 Section K) under this payment option for insufficient funds.

3) Pay in Person: Payment may be made in person with cash, check, or money order, along with bill stub, at a walk-in location. A list of locations is accessible from the Company's website or by calling the Company's toll free customer service phone number. The Company may require a returned check charge pursuant to the Company's Service Fees Rate Schedule under

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SOUTHERN PIONEER ELECTRIC COMPANY

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returned check charge pursuant to the Company's Service Fees Rate Schedule (Index No. R7 Sheet 3 of 3 Section K) under this payment option for insufficient funds.

(4) Pay On-Line: Payment may be made on-line with a credit card using the Company's authorized third party vendor. Customers may be charged a fee by the third party vendor for this payment method. Payment by this method is accessible through the Company's website.

(5) Pay By Phone: Payment may be made by phone with a credit card using the Company's authorized third party vendor. Customers may be charged a fee by the third party vendor for this payment method. Payment by this method is accessible through the Company's toll free customer service phone number.

Issued February 4, 2021 October 1, 2017

Month Day Year

Effective February 4, 2021 October 1, 2017

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By Chantry C. Scott Executive Vice President/CFO Randall D. Magnison Executive VP Assistant CEO

SOUTHERN PIONEER ELECTRIC COMPANY

(Name of Issuing Utility)

Schedule: R&R Discontinuance

SERVICE AREA

(Territory to which schedule is applicable)

Replacing Schedule R&R Discontinuance ~~ORIGINAL~~Which was filed October 1, 2017 ~~November 21, 2013~~ ~~INITIAL~~

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- 1) The Company may discontinue or refuse service for any of the following reasons:
 - a. When the customer requests it.
 - b. When the service is abandoned.
 - c. When a utility bill becomes delinquent as provided in Section IV, A, (3), Index Number R4, Sheet 1, after proper notice, as provided in Section V, C, on sheets 3 through 7, below.
 - d. When a dangerous condition exists on the customer's premises. In any case where Company has received notice that a condition dangerous to life or property exists on customer's premises, Company, may, without any advance notice, shut off the service, and same shall not be resumed until such dangerous condition shall have been eliminated. The Company assumes no responsibility for defect in customer's appliances or equipment.
 - e. When the customer fails to provide credit information, security deposit or guarantee, as set forth in Section III, A, Index Number R3, Sheet 1, or has a previous undisputed and unpaid separate account for utility service with the same utility.
 - f. When the customer misrepresents his or her identity for the purpose of obtaining utility service.
 - g. When the customer refuses to grant Company personnel access, during normal working hours, to equipment installed upon the premises of the customer for the purpose of inspection, meter reading, maintenance or replacement.
 - h. When the customer violates any rule of the Company which violation adversely affects the safety of the customer or other persons, or the integrity of the Company's delivery system.
 - i. When the Customer causes or permits unauthorized interference with, or diversion or use of (meter bypass), utility service situated or delivered on or about the customer's premises.
- 2) None of the following shall constitute sufficient cause for a utility to discontinue service:

Issued February 4, 2021 ~~October 1, 2017~~

Month Day Year

Effective February 4, 2021 ~~October 1, 2017~~

Month Day Year

By Chantry C. Scott Executive Vice President/CFO ~~Randall D. Magnison~~ Executive VP Assistant CEO

SOUTHERN PIONEER ELECTRIC COMPANY

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- a. The failure of a customer to pay for special charges, as defined in Section IV, A, 12, b, ~~Section R4~~, Sheet 2.
- b. The failure of the customer to pay for service received at a concurrent and separate metering point, residence or location. In the event of discontinuance or termination of service at a separate metering point, residence, or location in accordance with these rules, the Company may transfer any unpaid balance to any other service account with the customer's written consent, provided, however, that in the event of the failure of the customer to pay a final bill at any metering point, residence or location, the Company may transfer such unpaid balance to any successive service account opened by the customer for the same class of service, and may discontinue service at such successive metering point, residence or location for non-payment of such transferred amount.
- c. The failure of the customer to pay for a different class of service received at the same location. The placing of more than one meter at the same location for the purpose of billing the usage of specific devices under optional rate schedules or provisions is not construed as a different class of service for the purpose of this rule.
- d. The failure of a customer to pay a bill which is in dispute; provided, however, that the customer pays that portion of the bill not in dispute.
- e. The failure to pay an unpaid service account more than five (5) years old if service agreement was signed and three (3) years old if agreement was oral.
- 3) Except for discontinuance pursuant to Section V, A, 1, a., b., d., h., or i., Sheet 1, above, the Company shall not discontinue service unless;
- a. At the time of the proposed discontinuance, for one hour after discontinuance and on the full work day following discontinuance, the Company office or authorized personnel identified in the notices given pursuant to Section V, C, Sheets 3 through 7, following, are open or available to the customer for the purposes of making pay arrangements preventing discontinuance or obtaining reconnection; and
- b. For all Non-AMI metered customers only, ~~the~~ the Company employee who is to disconnect service is also authorized to accept payment of amounts due for utility charges and thereby either avert disconnection or provide for reconnection.

Issued February 4, 2021 ~~October 1, 2017~~

Month Day Year

Effective February 4, 2021 ~~October 1, 2017~~

Month Day Year

By Chantry C. Scott Executive Vice President/CFO ~~Randall D. Magnison~~ Executive VP Assistant CEO

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(Name of Issuing Utility)

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Sheet 3 of 97 SheetsB. DISCONTINUANCE IN SPECIAL CIRCUMSTANCES

1) If a residential customer notifies the Company and establishes that discontinuance would be especially dangerous to the health of the customer, resident member of the customer's family or other permanent resident of the premises where service is rendered, and such customer is unable to pay for such service in accordance with the requirements of the utility's billing or is able to pay for such service only in installments, the Company will either allow payment in reasonable installments or postpone discontinuance of service for at least twenty-one (21) days so that the customer can make arrangements for reasonable installment payments. Company reserves the right to require proper medical documentation.

2) In determining whether discontinuance would be especially dangerous to health, consideration shall be given to the weather, and the customer's or other resident's medical condition, age, or disability.

C. NOTICE OF DISCONTINUANCE OF SERVICEi. Non-AMI Metered Customers

1) The Company will give the customer at least ten (10) days written notice before discontinuing service, unless the discontinuance is upon customer request, or involves a dangerous condition, a violation of Company rules or unauthorized interference diversion or use of service, Section V, A, 1, a., b., d., h. or i., Sheet 1, above, in which case the Company may discontinue service immediately. Also, the customer's disconnect date will not fall on any day that a Company representative is not available to take money, and also make necessary pay arrangements most beneficial to the Company and customer. However, if the Company has knowledge that persons other than the customer or member of the customer's family are residing at the premises where unauthorized interference, diversion, or use (meter bypass) is taking place, the Company shall give such persons a two (2) day written or twenty-four-hour oral notice prior to discontinuance.

2) If the Company can prove that a customer has received service by using a false identity, it may disconnect the customer 48 hours after a personal or phone contact is made with the customer on record and the telephone number of the Commission's Consumer Protection Office is given to the customer, or ten (10) days after a disconnect notice is sent, whichever is quicker.

3) A notice (separate from other utility bills, information or advertising) shall be sent to the account name and address and in the case of residential occupancy, to the address where service is provided, if different. Service of notice by mail is complete upon mailing. The Company shall maintain an accurate record of the date of mailing, and the effective dates of the notice. The notice shall be effective for one (1) month after initial date upon which and after which service can be disconnected.

Issued February 4, 2021 ~~October 1, 2017~~

Month Day Year

Effective February 4, 2021 ~~October 1, 2017~~

Month Day Year

By Chantry C. Scott ~~Executive Vice President/CFORandall D. Magnison~~
Executive VP Assistant CEO

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(Name of Issuing Utility)

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- 4) The Company will notify, or attempt to notify, customers by phone at least two (2) days before they are to be disconnected.
- 5) If the records of the Company show that the service account which it proposes to discontinue serves more than one residential dwelling unit, the Company shall also post a notice of discontinuance in a common area of the residential building served. Such notice shall be posted at least five (5) days prior to the discontinuance date specified therein.
- 6) The notice(s) required by Section V, C, Sheet 3, above, shall contain the following information:
- The name and address of the customer and the address, if different, where service is rendered.
 - A clear and concise statement of the reason for the proposed discontinuance of service and the cost and conditions for reconnection.
 - The dates between which service can be discontinued unless the customer takes appropriate action.
 - Terms under which the customer may avoid discontinuance.
 - A statement that discontinuance may be postponed or avoided if a customer can demonstrate that special circumstances prevent complete payment and satisfactory credit arrangements are made with the utility for moneys not in dispute.
 - A statement reasonably calculated to apprise the customer of the availability of an administrative procedure which may be utilized in the event of a bona fide dispute or under other circumstances, such as provided in Section V, B, Sheet 3, above. The address, telephone number and name of the Company office or personnel empowered to review disputed bills, rectify errors, and prevent disconnection shall be clearly set forth. The notice shall state that the customer may meet with a designated employee of the Company and may present his or her reasons for disputing a bill or the Company's reasons for discontinuance, requesting credit arrangements or requesting a postponement of discontinuance.

Issued February 4, 2021 ~~October 1, 2017~~

Month Day Year

Effective February 4, 2021 ~~October 1, 2017~~

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By Chantry C. Scott ~~Executive Vice President/CFORandall D. Magnison~~
Executive VP Assistant CEO

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7) The employee of the Company who is to disconnect service shall:

Immediately proceeding the discontinuance of service, make a reasonable effort to:

- a. Contact and identify himself or herself to the customer or responsible person then upon the premises and shall announce the purpose of his or her presence;
- b. Identify and record the name of the person contacted;
- c. Accept payment of all amounts tendered to him which are necessary to avert disconnection;
- d. Record statements disputing the accuracy of the delinquent bill;
- e. Record statements disputing the accuracy of the utility's findings concerning the cause for discontinuance; and
- f. Record statements concerning the medical condition of any permanent resident of the premises.

If contact with the customer is not made, the employee shall leave a notice upon the premises in a manner conspicuous to the customer disclosing the date and time of discontinuance and giving the address and telephone number of the office where the customer may arrange to have service restored.

ii. AMI Metered Customers

1) The Company will give the customer at least ten (10) days written notice before discontinuing service, unless the discontinuance is upon customer request, or involves a dangerous condition, a violation of Company rules or unauthorized interference diversion or use of service, Section V, A, 1, a., b., d., h. or i., Sheet 1, above, in which case the Company may discontinue service immediately. Also, the customer's disconnect date will not fall on any day that a Company representative is not available to take money, and also make necessary pay arrangements most beneficial to the Company and customer. However, if the Company has knowledge that persons other than the customer or member of the customer's family are residing at the premises where unauthorized interference, diversion, or use (meter bypass) is taking place, the Company shall give such persons a two (2) day written or twenty-four-hour oral notice prior to discontinuance.

2) If the Company can prove that a customer has received service by using a false identity, it may disconnect the customer 48 hours after a personal or phone contact is made with the customer on record and the telephone number of the Commission's Consumer Protection Office is given to the customer, or ten (10) days after a disconnect notice is sent, whichever is quicker.

Issued February 4, 2021 ~~October 1, 2017~~

Month Day Year

Effective February 4, 2021 ~~October 1, 2017~~

Month Day Year

By Chantry C. Scott Executive Vice President/CFO ~~Randall D. Magnison~~ Executive VP Assistant CEO

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3) A notice (separate from other utility bills, information or advertising) shall be sent to the account name and address and in the case of residential occupancy, to the address where service is provided, if different. Service of notice by mail is complete upon mailing. The Company shall maintain an accurate record of the date of mailing, and the effective dates of the notice. The notice shall be effective for one (1) month after initial date upon which and after which service can be disconnected.

4) Five to seven (5-7) days prior to disconnection, the Company shall attempt to contact the Customer via the Customer's preferred choice informing the Customer of the Company's intent to disconnect.

5) The Company will notify, or attempt to notify, customers by phone at least two (2) days before they are to be disconnected.

6) One (1) day prior to disconnection, the Company shall attempt to contact the Customer, via a preferred choice, informing the Customer of the Company's intent to disconnect.

7) On the day of disconnection, the Company may disconnect the customer. The Company shall not be required to make an on premises attempt or leave a disconnect message on the customer's door.

8) If the records of the Company show that the service account which it proposes to discontinue serves more than one residential dwelling unit, the Company shall also post a notice of discontinuance in a common area of the residential building served. Such notice shall be posted at least five (5) days prior to the discontinuance date specified therein.

9) The notice(s) required by Section V, C, Sheet 5, above, shall contain the following information:

a. The name and address of the customer and the address, if different, where service is rendered.

b. A clear and concise statement of the reason for the proposed discontinuance of service and the cost and conditions for reconnection.

c. The dates between which service can be discontinued unless the customer takes appropriate action.

d. Terms under which the customer may avoid discontinuance.

e. A statement that discontinuance may be postponed or avoided if a customer can demonstrate that special circumstances prevent complete payment and satisfactory credit arrangements are made with the utility for moneys not in dispute.

Issued February 4, 2021 ~~October 1, 2017~~

Month Day Year

Effective February 4, 2021 ~~October 1, 2017~~

Month Day Year

By Chantry C. Scott Executive Vice President/CFOR ~~Randall D. Magnison~~ Executive VP Assistant CEO

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(Name of Issuing Utility)

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f. A statement reasonably calculated to apprise the customer of the availability of an administrative procedure which may be utilized in the event of a bona fide dispute or under other circumstances, such as provided in Section V, B, Sheet 3, above. The address, telephone number and name of the Company office or personnel empowered to review disputed bills, rectify errors, and prevent disconnection shall be clearly set forth. The notice shall state that the customer may meet with a designated employee of the Company and may present his or her reasons for disputing a bill or the Company's reasons for discontinuance, requesting credit arrangements or requesting a postponement of discontinuance.

D. RESTORATION OF SERVICE

- 1) Upon the customer's request, the Company shall restore service promptly when the cause of discontinuance of services has been eliminated, applicable restoration charges paid and, if required, satisfactory credit arrangements have been made.
- 2) At all times, every effort shall be made to restore service on the restoration day requested, and in any event, restoration shall be made no later than the next business day following the day requested by the customer.
- 3) For all non-AMI customers and AMI customers disconnected for reasons other than for non-payment of a bill, the Company may charge an authorized fee for the restoration of service as provided in Section VII, K, Index Number R7, Sheet 3. However, the authorized Disconnection Charge shall be \$5 and the Reconnection Charge shall be \$0 for AMI customers.-

Issued February 4, 2021~~October 1, 2017~~

Month Day Year

Effective February 4, 2021~~October 1, 2017~~

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By Chantry C. Scott ~~Executive Vice President/CFO~~
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- 1) When a customer advises the Company prior to the date of the proposed discontinuance of service that all or any part of any billing as rendered is in dispute or that the utility's reasons for discontinuance are factually invalid, the Company shall:
 - a. Immediately record the date, time and place the complaint is made.
 - b. Postpone discontinuance until a full investigation is completed and the dispute found to be invalid.
 - c. Investigate the dispute promptly and completely.
 - d. Attempt to resolve the dispute informally in a manner mutually satisfactory to both parties.
- 2) A customer may advise the Company that a bill is in dispute in any reasonable manner such as by written notice, in person or by a telephone call directed to the appropriate personnel of the Company.
- 3) The Company, in attempting to resolve the dispute in a mutually satisfactory manner, may employ telephone communication, personnel meetings, formal and informal hearings, on-site visits or any other technique reasonably conducive to settlement of the dispute.
- 4) In the event that a dispute is not resolved to the satisfaction of the customer, after full investigation, and the Company intends to proceed with discontinuance, the Company shall advise the customer of formal and informal procedures available before the Commission. The Company may then discontinue service if proper notice has been given.

F. MISAPPLICATION OF SERVICE

In case electric energy supplied by the Company to the customer is misused or misapplied by the customer so as to cause unsatisfactory conditions affecting the quality, safety or continuity of service to other customers, the Company shall discontinue the service unless within reasonable time, conditions complained of are remedied or discontinued by customer, provided, however, Company reserved the right to discontinue service without any notice if the misuse of electric energy causes a dangerous condition or failure of service to other customers.

Issued February 4, 2021 ~~October 1, 2017~~

Month Day Year

Effective February 4, 2021 ~~October 1, 2017~~

Month Day Year

By Chantry C. Scott ~~Executive Vice President/CFORandall D. Magnison~~
Executive VP Assistant CEO

SOUTHERN PIONEER ELECTRIC COMPANY

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The Service furnished is for the sole use of the customer; customer shall not sell or re-deliver electric service to any other person without the written consent of Company. In case electric energy supplied by the Company to the customer is resold without the consent of the Company, service shall be discontinued after two (2) days notice and shall not be restored until customer has arranged to discontinue the reselling or redistribution of the service. If service is required to be discontinued for this cause, a reconnection charge shall be required to be paid before service is restored.

Issued February 4, 2021 ~~October 1, 2017~~

Month Day Year

Effective February 4, 2021 ~~October 1, 2017~~

Month Day Year

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